

TITLE: Police Records Specialist Trainee

Page 1

DEPARTMENT: PoliceREPORTS TO: Police Records Specialist IISUPERVISES: NoneDEFINITION:

This classification is utilized for comprehensive training of Police Records Specialists in the first year on the job during the 12 month probationary period. Trains to perform a broad range of police records functions and specialized office duties from routine to complex in support of Police activities during an assigned shift in a 24 hour 7 days a week operation. Duties are performed on a rotating shift basis and include; providing information to officers in the field via radio, telephone and computer aided dispatch equipment; assistance to citizens and other agencies and outside parties both in person and on the phone, the monitoring of building and security systems; callouts of multi-agency law enforcement teams; police report processing; and supplemental administrative records assignments as assigned. Records Specialists Trainees will train to perform all of the essential functions of the job on a rotating basis.

DISTINGUISHING CHARACTERISTICS

The Police Records Specialist Trainee classification is distinguished from the Police Records Specialist classification by the direction provided by a Police Records Specialist II acting as the lead trainer during the first twelve months on the job. All work performed by the Trainee is completed under the direct supervision of a lead trainer. The Police Records Specialist I performs work at a fully trained level and has been certified to count towards shift minimum staffing requirements.

ESSENTIAL JOB FUNCTIONS-- (Any one position may not include all of the duties listed nor do the listed examples include all tasks which may be found in positions of this class.)

Trainees are expected to learn how to effectively perform the following job functions prior to the end of the twelve month probationary period:

Responds to officer assistance requests by telephone, radio system, computer aided dispatch equipment or in person; provides a variety of information regarding addresses, case details, warrants, arrest records, license plate registrations, stolen property, and driving records; orders tow trucks per officer request.

Provides assistance to citizens in person and via multi-line telephone including providing information on towed vehicles, crime reports, persons in custody, City Ordinances and State Laws, seized property, traffic accident reports, and other city, county and state social services. Determines rightful ownership of property based on documents presented by citizens. Takes information regarding suspicious persons, found property, and tour requests.

Reads, interprets, and codes various types of information contained in police reports. Enters, modifies and cancels data from police reports into internal database with a high degree of accuracy. Processes other documents according to established procedures, local, state and federal laws and mandates, and some within court mandated time frames; determines relevant coding from various source documents. Initiates completion of standard form letters.

Monitors building and security system including entry doors, sally port, property room, prisoner holding cells, and off-premise storage facility. Monitors officers and prisoners to request additional assistance as necessary.

Enters, clears, and verifies law enforcement records regarding stolen, repossessed, or towed property and missing persons into local, state, and federal law enforcement computer systems. Creates standard notification letters. Proofreads information entered by other office personnel and notifies officers of inconsistencies.

Completes ongoing supplemental records assignments assigned on a rotating basis including responding to insurance requests in writing, entering abandoned vehicle information into computer systems, expunging juvenile records from computer systems and microfilm, gun validations, vehicle validations, case log printing; entering traffic citations in records system, and checking warrants from other agencies.

Confirms outside agency warrants served or vehicles recovered for exact matches; locates in computer; provides recovery or warrant information to agency. Receives and sends teletype messages from and to various agencies. Takes appropriate action or notifies appropriate person or unit based on message received.

Provides general information and information from police case files in accordance with state law. Makes referrals to other agencies as appropriate.

Notifies off duty personnel of emergency situations; serves as a member of the emergency notification center in case of emergency such as earthquake, flood, or hazardous material spills.

Establishes and maintains computerized or manual activity logs, file systems, lists, manuals and other data. Operates and performs varying degrees of maintenance on a variety of office equipment such as copiers, fax machines, teletype machines, telephones, personal computers, radios and other equipment.

Receives and receipts money for release of vehicles.

OTHER JOB FUNCTIONS:

May be asked to assist police officers with the custody and drug evaluation of prisoners as gender appropriate.

Performs other related duties as assigned.

WORKING CONDITIONS:

Duties are performed in an office environment while sitting at a desk or computer terminal or standing at a counter. Employees risk physical hazard from angry citizens and exposure to bloodborne pathogens and diseases from contact with the public. May be required to lift equipment and office supplies ranging in weight up to 40 lbs. Employees experience disruption in sleep patterns as a result of rotating shifts.

QUALIFICATIONS:Knowledge of:

- Modern office practices, procedures, and equipment.
- Ordinances, statutes, laws, General Orders, policies and procedures related to document processing and police records.
- Protocols and administrative rules for release of information contained in various databases and systems.
- Business English composition, spelling and punctuation.
- Basic department procedures, policies, and terminology.
- Standard computer applications and personal computer operation.

Ability to:

- Establish effective working relationships with the general public and other City employees.
- Communicate at an above average level with diverse clients, both orally and in writing.
- Diffuse difficult situations, deal with angry or hostile clients of varying backgrounds, educational levels and mental statuses.
- Exercise tact, diplomacy and persuasion with diverse clientele.
- Explain complex laws and statutes to clients of varying backgrounds and educational levels.
- Perform multiple duties simultaneously and accurately under strict timelines and stressful conditions.
- Assess priorities and efficiently prioritize tasks.
- Operate, extract and input data from/into multiple computer systems with a high level of keyboarding accuracy. Demonstrate high levels of proficiency with Law Enforcement / Criminal Justice computer programs.
- Communicate effectively with officers on two-way radios.
- Work evenings, weekends, holidays, overtime and rotating shifts.
- Physical ability to perform the essential functions of the job including the ability to type on a keyboard while speaking on a phone or radio.

Education and Experience -- Any equivalent combination of education and experience which provides the applicant with the knowledge, skills, and abilities required to perform the job. A typical way to obtain the knowledge and abilities would be:

High School diploma or G.E.D. and three years of general office clerical experience.

Licenses, Certificates, and Other Requirements

LEDS certification required.